Appl. No. 09/429,226
Formal drawings dated October 20, 2004
Reply to Notice of Allowance dated August 20, 2004
Replacement Sheet

Run Compaq Diagnostics for
Windows application (cpqdiag.exe)
in a silent mode during installation
to gather current hardware and
operating system information in an
ASCII text file called base.log in
the \Windows\Cpqdiag\directory.

step 102

Customer has a problem with the
computer that requires customer
service assistance.

step 104

Customer runs Compaq
Diagnostics System Record tool
(cpqdiaga.exe).

step 106

The Compaq Diagnostics System
Record tool automatically runs
Compaq Diagnostics for Windows
in silent mode to gather the current
computer hardware and operating
system information in an ASCII
text file called now.log

step 108

Compaq Diagnostics System
Record tool performs comparison
of the hardware and operating
system configuration files
previously created by Compaq
Diagnostics for Windows. The
differences produced by the
comparison are highlighted.

step 110

Figure 1

FIG.2

204

202

Compaq Diagnostics System Record

System Record | About

Base.log

```
DIMM Slot  2 . . . . . . . . . . .  16
tal Compaq Memory  . . . . . . . .  32

ndows Memory Information
Total Physical Memory  . . . . . .  330
Free Physical Memory  . . . . . . .  4 K
Total Virtual Memory  . . . . . . .  214
Free Virtual Memory  . . . . . . .  209

ndows

ndows Version  . . . . . . . . . .  98
vision  . . . . . . . . . . . . . .  4.1
ild . . . . . . . . . . . . . . . .  677
```

Now.log

```
DIMM Slot  2 . . . . . . . . . . .  16 M
tal Compaq Memory  . . . . . . . .  32 M

ndows Memory Information
Total Physical Memory  . . . . . .  33050
Free Physical Memory  . . . . . . .  4 Kbyt
Total Virtual Memory  . . . . . . .  214328
Free Virtual Memory  . . . . . . .  209068

ndows

ndows Version  . . . . . . . . . .  98
vision  . . . . . . . . . . . . . .  4.10
ild . . . . . . . . . . . . . . . .  677662
```

COMPAQ

Diagnostics System Record

OK | Cancel

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FIG. 3